

Executive Summary of the Description and Assessment of Space Needs for the Lucy Robbins Welles Library

The following document examines the space needs for the Lucy Robbins Welles Library. An Expansion Study was done in 2009. Information from the Description/Assessment section was used and updated based on input from library staff, Friends of the Library and Library Board of Trustees. In addition, a new Library Space Planning Worksheet from the Connecticut State Library was completed that assessed the possible size of a new addition/renovation. This worksheet is just a starting point with square footage based on projections of space needs through 2036 using formulas and calculations provided in the worksheet by the State Library. All of this projected statistical information as well as the updated Description/Assessment section of the Expansion Study were factored into this document.

The document discusses the inadequacies of the existing library facility to meet the needs of the library and the Newington community in terms of space which impacts services and the ability to change and grow as the needs of the community change. The document focuses on four areas of space concern and discusses in more detail the existing problems and concerns. The four areas are public space, staff work space, storage space and public and staff technology work space.

Public Space areas open to the public that do not meet the space needs for the collection, programming, public use and technology.

- Access to the library from the parking lot to the entrance of the building. (pages 5 - 7)
- Public space on the 1st Floor: adult and teen book stacks, audiovisual media stacks, public computer use, public meeting room, leisure seating, quiet study areas, and the Friends of the Library space. (pages 7-9 and 11-15).
- Public Space on the 2nd Floor: children's book stacks, audiovisual media stacks, public computer use, public meeting space and the children's program room. (pages 17-20).

Public and Staff Technology Work Space address the issues the library is facing as technology and the demand for more digital formats is impacted by space limitations, network and wiring limitations and the ability to grow effectively as new technology emerges (pages 27 – 29).

- Public and staff computers and printers and work space.
- Computer server area and wired and wireless networks.
- Structural limitations for current technology in the library and future growth.

Staff Work Space issues are staff work space in the public view and non-public staff work areas that are not adequate for today's staff work flow and space needs:

- Public staff work area- Circulation, Adult Information and Children's Information desks. (pages 10 - 11, 16 - 17).
- Non-public staff work space-Administration, Collection Management, Circulation, Reference and Children's departments. (pages 20- 24).

- Other non-public staff space- staff breakroom, staff entrance and mailboxes and staff exterior entrance. (pages 24- 25).

Non-Public Storage issues addresses the lack of storage space in all areas of the library.

- Staff workspace used as storage, custodial space, 1st Floor, 2nd Floor and Basement storage rooms. (pages 26 – 27).

The information gathered for this document should be considered as the expansion plans for the library move forward. The building will need to be multi-functional, efficient both in terms of resources and space both within the building and outside, with a dynamic design to allow for the ability to restructure and reuse space as needs change. Planning for future technology will be critical for the library to move forward and to meet the ever changing technology needs for both the library and in people's everyday lives. Then will continue to keep the Lucy Robbins Welles Library a valuable town asset for the Newington community and its residents.

Description and Assessment of Space Needs of the Lucy Robbins Welles Library-October 2015

Lucy Robbins Welles Library Mission Statement

To establish, maintain and manage a public library whose use shall be free to the inhabitants of Newington; to promote library and educational activities, to develop policies for the operation of said library and, to exercise control of its property and affairs.

The existing library facility is no longer able to effectively support the many library services offered to a community with such diverse needs. There is no more additional room for books or audiovisual materials. User seating which is defined as seating that does not include seats in conference rooms, meeting rooms and staff work areas, is limited, having been replaced over the years with shelving for the growing collection and to accommodate the additional formats of materials. Public access computers are in great demand; many residents still do not have access to the Internet or have computers at home. It is difficult to increase the number of computers because of limited access to electrical and data lines and the additional space that would be needed for new workstations. Programming for children, teens and adults is limited due to space and size of audiences; staff shares the use of the Community Room and Lienhard Room with community organizations. There is not an adequate space to provide needed homework assistance to students; the Friends of the Library have a storage container on library property because there is not enough room in their room in the basement to accommodate donations of books for their book sales; not all areas of the library are ADA compliant; the Children's Department has a small area for play and for parents to sit and read to their children that needs to be larger to encourage the love of reading and educational play and there is not enough room in the Teen area to accommodate the teen collection. Storage throughout the building is inadequate as can be seen by the amount of items stored in staff work space and mechanical rooms. Staff work space is tight. Several staff offices have up to 7 people sharing one desk. The lack of space also creates an inefficient workflow as materials and carts have to be moved in order to process orders or deliveries or to just get work done. Parking and access to the library is challenging on most days. The parking lots fill up quickly patrons are forced to circle the lot until a space opens up, park illegally, park far away and walk up to the library or they leave. This lack of parking especially impacts people with disabilities, older adults and parents with children.

As the library moves forward to consider a renovated building several thoughts should be considered in the design:

The new building needs to be the right size to serve the Newington Community. An efficient design that is forward thinking with appropriate space for the public and staff will allow the library to meet the needs of our patrons and fulfill the library mission statement. It will also be more energy efficient that saves resources and money.

The new library will offer a growing and changing digital collection as well as traditional books and audiovisual media through an active, targeted collection and download opportunities. Other than books the new library should be:

An Information Center with ever changing collection of resources to help patrons' access the information they need. Offering not only the resources but the staff knowledge on how to access and how to use the resources the library offers. It will allow the library to remain relevant to people of all ages and all walks of life.

A Technology Hub complete with free Wi-Fi, an adequate number of public computers, wireless printing, an automated check-out system, computer training center and interactive children's literacy area. Offering new and emerging technology for patrons to see, try and learn how to use.

A Community Hub- a gathering place where groups, adult, teens and children can easily meet and interact as a community. Meeting space will be free and open to groups and individuals who meet the meeting room policy guidelines. Large meeting space and additional study areas would meet the growing needs for community space. Larger programming rooms for both adults, teens and children allows the library to offer many different types of programming that currently cannot be offered due to space constraints. Additional parking would allow people to access the library and all it has to offer.

An Early Learning Resource, the learning resources and stimulating environment in a larger Children's Department would offer children and their caregivers a space that encourages early learning and creative play. It would also allow for more creative ways to teach and interact with daycare visits and school visits.

Access to the Library:



Library Access from Mazzoccoli Way

Not enough parking spots

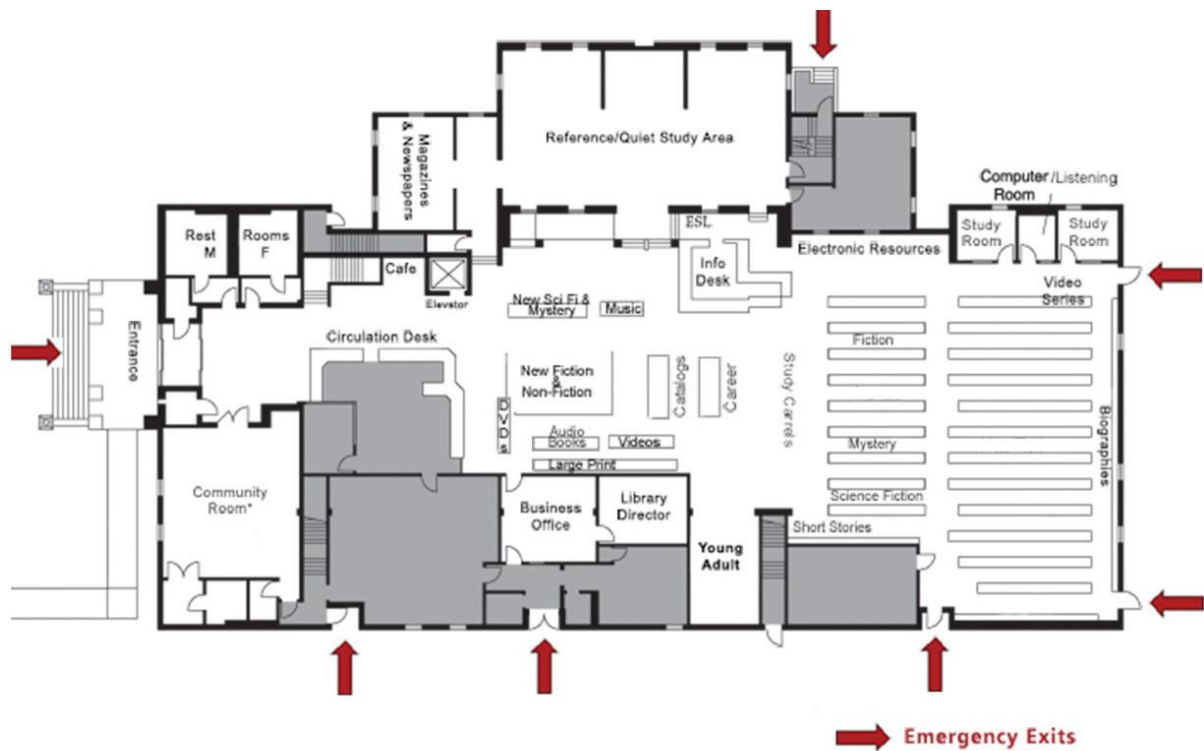
The library building faces Cedar Street. The mailing address is 95 Cedar Street. The physical access to the library is behind the library via Garfield Street and Mazzoccoli Way. Access from Cedar Street was blocked off several years ago due to safety concerns from traffic entering via Cedar Street and Mill Street Extension at high speed with little time to stop for pedestrians and cars backing out of library spots. This can be confusing for first time visitors because while there is signage at the corner of Garfield and Main Street and Willard Street and Garfield Street there is no visible signage on Mazzaccoli Way until you are at the entrance of the library.

The parking lot has been reconfigured in 2011 to connect the parking lot in front of the library to the town hall parking lot. There is now a one way traffic flow in front of the building that allows cars to enter the town hall parking lot for additional parking or to leave the library. Prior to this, the parking lot in front of the library was separate from the town hall parking lot. There was a dead end section at the end of the library parking lot in which patrons had to do a K turn to exit the library. The flow of the traffic is still not ideal and can be awkward if the Transition Academy is boarding students on the school bus. Traffic is halted while this happens. Many of the students are disabled and it can take up to 15 minutes for all the students to board the bus. Stopping traffic for this amount of time is very frustrating for people trying to exit the library. It also causes drivers to find unsafe ways to exit.

The parking lot space is not adequate to meet the needs of the library. It is a shared space for library patrons, town hall patrons and Board of Education patrons. There is additional parking available in the Garfield Lot located near the entrance of Mazzoaccoli Way. This lot is also used by library staff and some Town Hall and Board of Education staff. On days when there are large meetings at the Town Hall or Board of Education, there may be no parking in any of the lots before the library is even open. When the library has large programs, parking is very problematic as library patrons compete for parking with patrons using other Town services.

There is a pedestrian walkway from the library to the town hall parking lot. It is not conveniently located. People cross between cars parked opposite the library entrance.

1st Floor



Building Entrance:



Handicap Ramp



Front Doors



Lobby

The cement blocks in front of the library steps have become uneven over time mainly due to weather conditions. They can be a tripping hazard for people entering the library. The handicap ramp is uneven and can be problematic for patrons with mobility issues or parents with strollers who are entering the library. During the winter water and melted snow pools at curve in the ramp and freezes causing very slippery conditions.

The entrance of the building was designed to offer an open, warm and welcoming feeling. As the years have gone by the first impression upon entering the building is that the area is too small and feels very congested with book donation bins, digital signs and security gates and information flyers. A very busy circulation desk adds to this feeling of congestion.

Access to the public restrooms, the book drop and the Community Room is from the lobby. The public restrooms should be updated to make it easier for people with mobility issues to use. The book drop is small and can overflow especially on long weekends when the library is closed. The overflow from meetings and programs in the Community Room spills out into the lobby and can be disruptive to regular library functions. Due to the nature of the design, noise levels can rise quickly especially when the area is congested making it hard for the circulation staff to effectively handle transactions. This congestion in the lobby can also make it difficult for patrons to enter and exit the building.

The sliding electronically operated doors at the library entrance open at the same time, exposing the lobby and the circulation desk to exterior temperatures, very cold in the winter and very hot in the summer. The doors are not set-up to be energy efficient. The opening of both doors also causes a wind tunnel effect; bring this cold or hot air all the way down the adult reference desk, making the interior temperature of the building very uncomfortable for anyone in this path.

Community Room:

This meeting space and programming room holds a maximum of 60 people. It is used heavily by staff and outside groups needing free meeting space. The Library and the Friends of the Library regularly borrow or pay to rent larger spaces in to host events that are too large to fit in this space. If unable to find outside space for programs the Library has to limit attendance to programs. This has been happening more frequently. Recently the summer reading program and the Taste of Connecticut program have drawn more than 90 people.

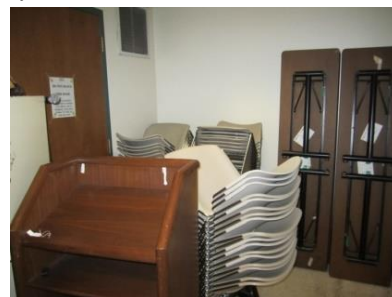
The main entry to this room is through the lobby. There is a second emergency exit through the stair tower. There is an unused gate off the lobby for closing off the library and scheduling events outside of regular library hours. Large programs tend to overflow into the lobby.



Community Room



Kitchen



Storage closet

The acoustics and lightening are acceptable and it is furnished with good tables and stackable plastics chairs. A monthly art exhibit is located on the walls of the room and adds to the decor of the room. There is a flat screen TV and DVD player located behind a wooden case that can be used for programs. A

pull down projection screen located above the TV is available for outside groups that need to use a projector. The room is hardwired and has wireless access as well.

There is a small kitchenette located in the front of the room. A refrigerator and microwave are available for use both by the Library and outside groups. Storage space is inadequate for supplies need for library programs. Only one to two people can be in this are at once. Prep space for programs for making things like a pot of coffee, accessing the refrigerator and laying out food on platters is very typical. Access for outside groups is only through the main entry. Programs and groups with a lot of equipment can use the emergency exit door but the alarm has to be turned for this to happen.

There are two storage closets in the Community Room. The one is the front of the room gives access to the sound system and stores the tables, chairs and podium. It also gives access to the air handler and phone wiring system room located within this storage closet. The storage area is too small to accommodate the chairs and tables and to give easy access to the air handler room. It is not unusual to have to move the chairs out of the closet in order to access the air handler room.

A second storage closet was added three years ago to store the laptop computer cart. The area that was an alcove for coat storage during programs was converted into a closet with a locking door to house the computer cart and presentation cart.



Book Drop:

The book drop is located in the lobby near the entrance. It is available for use at all times. There is no drive-up drop-off area. The book drop is accessible on foot via the front steps or the handicap ramp. The location of the book drop room in the lobby can be problematic when people are entering or exiting the Community Room and the door of the book drop room is open.

Returned materials drop into a collection bin that is not cushioned or on days the library is closed, the concrete floor that is covered with carpet squares. It is not unusual for book bindings or plastic cases to be damaged when being returned.

The size of the book drop is small limiting the ability to sort in this work area. The collection bin must be wheeled through the lobby to the circulation desk and unloaded on carts to be processed. Because of the size of the book drop room and the placement of the chute above the bin is a problem when the library is closed for more than one day in a row. The collection bin has to be removed to prevent the bin from overflowing and jamming and materials drop approx. 3' to the floor where damage can occur. With the new RFID system, the size of the book drop room prevented the library from installing an RFID book sorter.

The Friends of the Library:



Donation bins



Friends' room



Friends' Corner

Providing adequate space for the Friends to work, store donated materials for book sales and space to sell items is important.

The Friends hold two large used book sales twice a year to benefit the library off-site in rented space. The library does not have adequate space for the size these book sales on-site. Two donation bins are parked in the lobby of the library to support his event. The carts fill up daily with donated overflow being stored on the floor until a volunteer brings these donations to the basement. This area can easily become very congested, impacting patrons ability to access the Circulation desk to drop off materials.

Donated materials are brought down to the basement via the elevator to be temporally stored, then sorted and then brought out to the storage container located on the library property. The Friends purchased a 40' storage container that is parked on site to store all materials that will be sold at the bi-annual book sales. The Friends room located in the basement is not large enough to house all of the donations. It is very crowded and depending on the number of donations can be hard to maneuver in when sorting and boxing up the books. Because this room is too small, the Friends have to store many of their supplies throughout the library in staff work areas.

The Friends have a small area opposite the circulation desk that is used to sell Friends items and items for the on-going book sale. Library staff working at the circulation desk handle the transactions for all items purchased at the Friends Corner and make change for the self-serve coffee area. This area is has grown a little now also covering the counter to the coffee area. More room is needed to house this small store.

Public Staff Area 1st Floor: Circulation Desk



Circulation Desk



Congestion in Front of Desk

The Circulation desk is an oak recessed panel design that currently houses three staff workstations and has stairs for children to participate at checkout. The design needs to be updated to make it more handicap accessible and to better accommodate the increased use of technology. The electrical covered trenches allow the wiring to be hidden but this area is maxed out due to the additional wiring and electronic devices added and being used at this desk.

The congestion of book carts to handle sorting, storage and shelving for items on hold does not allow for staff to work effectively. The view from the public areas is unsightly. Ideally some of the work being done at this desk would be in the work area or receiving area if possible. Those areas are undersized so the work is being done at the circulation desk.

Public Staff Area Floor: Adult Information Desk



The location of the adult information desk is good for visibility purposes for the Reference area, public computers and the Teen area. The desk configuration supports public interaction with seated work areas for staff only but is not handicap accessible. The placement of the staff computers is a problem because of the skylights. The strong sunlight obscures the computer screens with the glare. The current set-up is not tech-friendly and is limited by the electrical and data wiring and surface space available for the computers. The column next to the desk makes it difficult for staff and patrons alike to see each other at the third sit down computer. The reference desk can be very cold in the winter due to the cold

air coming in from the front doors. The light from the skylights can cause a glare on the three staff computers that can be very problematic for staff using the computers. There is some wasted space behind the Reference desk that has shelving for Town information and some community information. Small collections have been housed in this area in the past but were hard to find because of the location and therefore not heavily used.

A public FAX machine and public copier/scanner near the Adult Information desk. There is counter space between the two machines that is used as workspace for those using the FAX or copier.

Computer Use: 1st Floor



Self-Checkout Stations



Adult Internet Computers



OPAC/Database Computers

Three self-checkout stations have recently been added as part of the RFID project. Two are located downstairs and one is upstairs outside of the children's department. With expanded self-serve checkout service, staff can devote more time to assisting patrons, answering questions and other duties as assigned.

The library has eleven public internet stations downstairs- seven computers in the adult area and four computers in the teen area that can be used by adults as well; one internet express station, three stand-up OPAC computers and four sit down OPAC/databases computers. These computers are for patrons who do not have home computers and/or internet access from home. A networked printer is located near the adult internet computers

Computers have replaced the old card catalog system to find books. Reference materials continue to shrink in physical shelf space and increase in online availability.

Patrons are increasingly using the library as a remote office or study area bringing their laptops or tablets and using the library resources. The library does have wireless access throughout the library. Many use the quiet study area, study rooms or study carrels to do work. Additional electrical and data wiring and seating is needed in other areas of the library to accommodate these people.

There is no location in the building to teach computer skills for employment seekers and seniors. Any computer classes that are held have to have the laptops set up and broken down each time the class is offered.

Teen Department:



The Teen area is small and lacks sufficient lighting. It is adjacent to the adult information desk and book stacks facilitating supervision by staff. There is not enough seating area for teens to sit and/or work together on school projects or to just hang out. The shelving for the collection is not adequate. The collection has grown over the years with the addition of more non-fiction titles and genres.

The placement of the teen department in this small alcove provides some acoustic shielding but this age group needs to be able to talk and make some noise without getting other patrons upset.

Four public computers are located in this department but can be used by adults as well.

New Book Area, Audiovisual Media Stacks and Large Print Collection:



New Book Area



DVDs



Large Print

The new book area, A/V Media stacks and the Large Print collection are located just past the circulation desk. These collections have grown over the years slowly infringing upon the open space area under the skylights that was intended for the gathering, lounging and pleasure reading area.

Presentations and concerts were once given from the steps under the skylight. A large pleasure reading area with lounge chairs was highly used.

A very small seating area under the atrium is left. Additional fixtures and shelving have been added to accommodate the growing collections causing a more congested space with fewer seats. Despite constant weeding, the shelves are full; many times items waiting to be shelved sit on a cart until there is room. Expansion in this open area has allowed the library to function at the cost of the historic building façade being visually lost in the shuffle.

Adult Book Stacks:



Non-Fiction Stacks



Fiction Stacks

The stacks area of fiction and non-fiction materials are located at the rear of the 1st floor past the Adult Information desk. The shelves are tight and filled to capacity. Despite additional shelving being added no empty areas exist on the top or bottom shelves for expansion. Expansion of stacks is necessary for this collection. Regular weeding is done to keep the collection fresh and current.

Atrium:



A very small seating area under the atrium is left. The original portion of the library has retained its casework detailing. This area is used by people of all ages to read newspapers and magazines, for leisure quiet reading, to study and to use a personal computer or device connected to the library's wireless

network. Furniture includes study carrels, tables and chairs and comfortable seating. This is the one place in the library that talking is discouraged to allow for a quiet experience. Additional wiring is needed to make this area more technologically friendly.

Quiet Reading Area:



Quiet reading area



Magazine room



Magazine Alcove

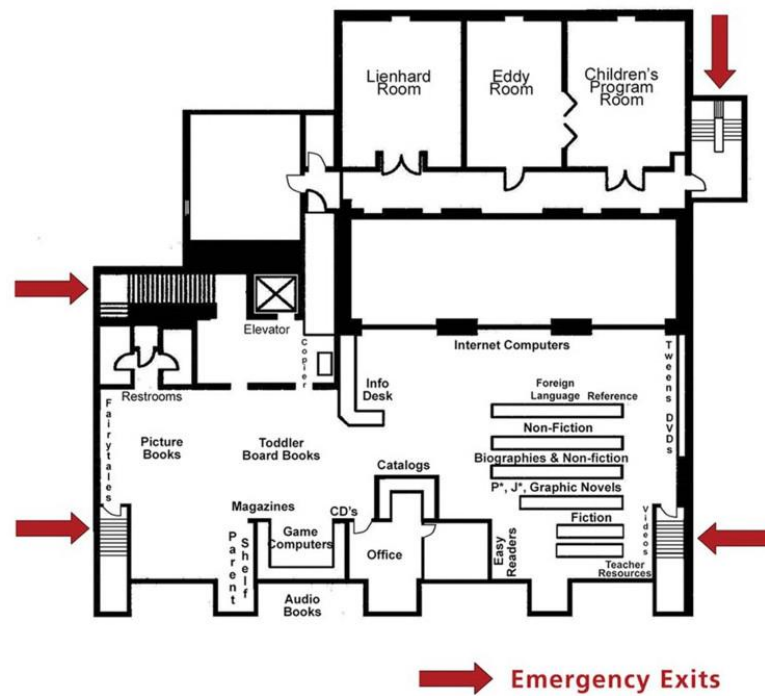
Part of the original building is used as a quiet study and reading area for people of all ages. The original casework detailing has been kept to keep the unique design of the original building. Patrons bring their laptops or devices to use the library wireless network, setting up at the tables and study carrels. This area houses the print reference materials, the circulating career and ESL sections and a separate area for magazines and newspapers. The print reference collection has been downsized in recent years as more online reference databases are added. The additional shelving space available in the quiet reading area as a result is being used to house the Career and ESL sections that were moved to accommodate the growing audiovisual collection. This is not an ideal location because it is now separate from the main circulating collection. This quiet reading area is located below the Children's Program room and during children's programs that have a lot of physical activity, a lot of noise can be heard in this area.

Study Rooms- 1st Floor:



There are three study rooms located on the first floor past the Adult Information Desk. Two of the study rooms can be used for 1-4 people at a time. The third study room is smaller and can be used by 1-2 people. The study rooms are constantly used by individuals looking for a quiet study space that allows them to spread out and access to the wireless network if needed. These rooms are also popular for small group meetings or projects and for tutoring. Because the demand is so high in the afternoons and evenings, it is not uncommon for people to be turned away looking for this kind of space. An extra table has been set-up outside of Study Room 3 but this is not an ideal location for anyone who needs privacy or a quiet space. Tutoring can be done throughout the library except in the quiet study area but allows for no privacy. These rooms are kept locked and signed out from the Information desk. There is limited visual supervision of the interior of these spaces.

2nd Floor



Public Staff Area 2nd Floor: Children's Information Desk



The Children's Information desk is located to the left as you enter the department. It has limited view of the other meeting room located on the 2nd floor. They cannot see the stairwell located at the opposite

end of the children's department. Because this door is an emergency exit, it cannot be locked. This door leads to the library roof and is an emergency exit that leads outside. The outside door is secured by an alarm

There is a long ramp leading to the other side of the building where the other meeting room and the Children's Program room are located that is visible from the toddler area. The ramp runs right into the door.

The back area of the Children's Information desk is exposed and unsightly. There is not a defined boundary between the staff area and the patron area. The desk space is crowded and as the use of technology has increased and additional computer terminals have been added, this has taken away work space and made everything more crowded. There is no formal space to display information about library programs in the department. Flyers and signs sit on the desk adding to the overcrowding.

The book stacks on this level are tall for this age and population and contribute to supervision issues present an access problem for smaller patrons.

Children's Department:



Children Dept. Entrance



Play Area



Picture Books

The children's department is located on the second floor. There is no separate main entry to this department. Access to this department is from the stairs and elevator located on the first floor.

All activity rooms used by this department are located on this floor. When hosting large events, they use the Community Room.

Materials are currently checked out on the first floor at the Main Circulation desk but this will change when the self-checkout goes live.

The toddler area that has picture book blocks and several tables for trains and blocks is small. Over the years more picture blocks have been added to accommodate the growing collection. The blocks are full and as more blocks have been added the play area for children has gotten smaller.

The play area does not have not enough room for children and parents to interact especially before and after programs. The seating for children and adults is not adequate for the number of people who use the space. The location of the play area can be disruptive to quiet reading activities.

The cozy alcove reading area houses the parent collection and has seating and a small play area. The book bins that house some of the picture books is used to section off the area from the play area. The shelving and book bins are full with very little room to grow.

Children's Stacks and Audiovisual Materials:



Children's Stacks



DVD Stacks

Beyond the children's information desk on the 2nd Floor are the stacks for fiction and non-fiction books and A/V Media. The shelves are tight and filled to capacity. Regular weeding for these collections is done. Expansion of stacks is necessary for this collection to be able to grow. The stacks are tall for this age and population and present an access problem for smaller patrons. Parts of the collection are now housed outside the Children's department near the elevator due to lack of space.

Computer Use 2nd Floor:



Children's Computers



Game Computers and Audiobooks

There are four computers stations and work space that is used by students and tutors located adjacent

to the skylight. There is some room to grow but additional computers will take away from study space for children.

There is an alcove opposite the Children's Information desk that houses the AWE learning stations and the iPads. The learning stations and iPads are preloaded with educational computer games and are very heavily used. The audiobooks are also shelved here and the shelves are completely full. There is no room to grow for the audiobooks and very little room to grow for additional game technology.

There is wireless computer access on the 2nd floor.

2nd Floor Meeting Spaces:

The meeting space on the 2nd floor is located down the ramp from the elevator that leads to the other side of the building. The corridor outside the meeting spaces has windows overlooking the skylight area. This corridor is used for storage. There are two meeting spaces, The Richard B. Lienhard meeting room, a formal meeting space used for in-house and outside meetings, and the Children's Program room.

The Richard B. Lienhard Meeting room:



The Lienhard Room has a capacity of 16 people and was recently renovated to make it more multi-functional and technology friendly. Additional electrical and data wiring was added as well as a 55" flat screen TV to be used to project from a laptop. The new furniture is light and can be moved to accommodate the needs for the group in the room. The library intends to use this room for computer instruction but will have to set-up and breakdown the computers for each class. There is no dedicated space for computer instruction. The location of this meeting room is not ideal because it is located next to the Children's Program room. There can be a lot of noise in this room when there is a children's program in session.

Children's Program room:



Children's Program room



Corridor outside Program room

The Children's Program room is located next to the Lienhard Room. It was not originally designed for this purpose. There used to be folding doors that separated the Children's Program room from a smaller meeting room called the Eddy Room. Over the years as the children's programs got bigger the doors were removed to allow for one big room. This room lacks adequate sink areas for craft projects, durable cleanable finishes and sufficient storage. Storage cabinets have been added that take up floor space for programs. The corridor outside this room is used for additional storage.

Recently additional data wiring has been done to allow for a 60" flat screen TV to be used for programs. This has allowed for more seating during programs but many times if the program is large it has to be moved down stairs into the Community Room if it is available.

Staff Work Areas:

Staff work space is not adequate throughout the library. Each workspace is overcrowded due to lack of surface space for the number of staff and/or lack of adequate storage space.

Administration Office:



Admin. Delivery Overflow



Business Mgr. Desk



Technology Workspace

The Administration Office has two rooms: The staff space for the Business Manager and the Assistant Library Director and the Library Director's Office. Both rooms do not have enough storage space. Desk space is crowded and other space is used for storage. There used to be a seating area outside of the Assistant Directors cubicle but it used as overflow space for deliveries when the delivery space in the Collection Management office is full or to store technology that the Assistant Director is working on. The Business Manager needs more surface space for files and the everyday work. There is a lot of clutter under the desk due to papers waiting to be shredded according to State Statutes. There is no other place to store them. The Assistant Director's desk needs more space to work on technology and house technology that needs to be locked up when not in use.



Library Director's Office

The Library Director's Office would be less crowded if there was more storage space in the library for some of the files and for projects and programs that are in planning mode. The portable 55" TV that is used in programs is housed in the director's office because there is no safe place in the library to store it. This is not an ideal situation.

Collection Management Office:



Delivery Space in Collection Mgt.



Interlibrary Loan Delivery



ILL Overflow in Office



Delivery Overflow in Staff Entrance

The Collection Management Office is located on the 1st floor and is not adequately sized for the work that is done in this space. The receiving area is located in the department and is too small. It should be much larger to accommodate regular deliveries as well as interlibrary loan deliveries. Deliveries are staged in multiple areas including: private work areas, the staff entrance and in the work room. This has especially become problematic as the number of items being received on a daily basis has more than doubled due to the change in how interlibrary loans are filled. It is nearly impossible to move around this workroom when the interlibrary loan deliveries are being processed.



Collection Management Office

The main work area in this office is used to process new materials, book repair and A/V Media cleaning and repackaging, covering of books, Interlibrary Loan processing and as the server room. There is very little counter space to accommodate all of these duties. Staff who work in this room have to share space. It is not always easy to find work space. Storage of new items, items to be mended and deleted items is tight. Carts constantly have to be moved to navigate in this area which makes for a very inefficient workflow. Storage of materials needed to package and repair is inadequate. Some of the supplies are upstairs and some have to be kept in the basement. The department head's office is used as storage for empty boxes needed for interlibrary loan.



Congestions of work carts



Dept. Head's Office



Server Room

The department also houses the server room. The data wires and switches showed in a separate room. Stanchions have been put up to prevent people and carts from running over into wiring.

Reference Office:



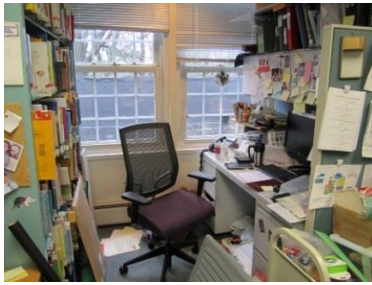
Office with not enough work space



Inadequate storage

The Reference office is located on the 1st floor in the original building, with its original molding and detail. It is a small office that was originally designed to be used as a private office. It now is shared by 10 people. This area is organized but is very crowded and lacks adequate work space for staff, technology and storage space.

The Children's Office



Staff work space in Child Office

Lack of storage and work space

Desk- counter & drawer

The Children's Office located on the 2nd floor in the Children's Department has a small office within for the Department Head and a small work area that was designed for two additional people. It now is shared by 7 people. One person's work space consists of a drawer and a portion of the counter in this work space. There is not enough room for storage. Materials are stored everywhere, giving it a very congested feeling.

Custodial Space



The maintenance worker's office space is in the boiler room. He has a desk but has to use a staff computer upstairs in the Administration Office to do work and print out work orders. Due to OSHA regulations very little can be stored in this room. Cleaning supplies are kept in one basement storage room. Tools and paint are kept in another and light bulbs and paper products are kept in another. It is not an efficient way to work.

Storage Space:



Basement storage/Elevator room



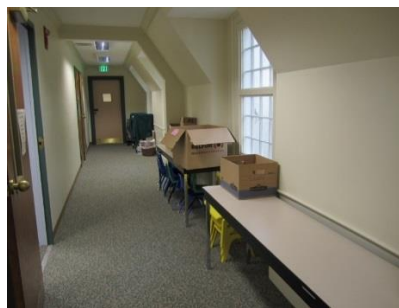
Mechanical Room Storage



Reference Office Storage



Children's Program Storage



Hallway Storage



File Cabinets in Staff Room

The storage space throughout the library is not adequate. There is not enough space for materials used for processing of books, programming, historical files, supplies and work files. The basement storage, 1st floor storage and 2nd floor storage is maxed out. Offices are congested because staff has to use this space for storage as well as work space. Storage closets and mechanical rooms are full. Some hallway space is being used for storage as well. Areas are cleaned out and organized on regular basis. Every effort is made to insure that storage areas are safe and abide by OSHA regulations.

The Friends of the Library purchased a 40' storage container that is located next to library to store book donations because their room in the basement is not large enough to sort and store donations. There is no other space in the library to give them for storage. The Friends file cabinets are stored in the staff

Other Staff Space:



Staff Exterior Entrance, Dumpster, Recycle Bins & Storage Shed

The Staff Entrance is located on the side of the building. There is a driveway that leads up to the entrance. At the end of the driveway is the dumpster and recycle bins. The library has 11 recycle bins. There is not enough room to store all of these bins and it is especially problematic in the winter when the driveway is plowed. Beyond the dumpster is a storage shed that has tables in it. It has a steep ramp and is hard to access during the winter. This entrance is used for deliveries as well. Large trucks cannot use the driveway. These deliveries have to go through the front door.



Staff Entrance and Mailboxes

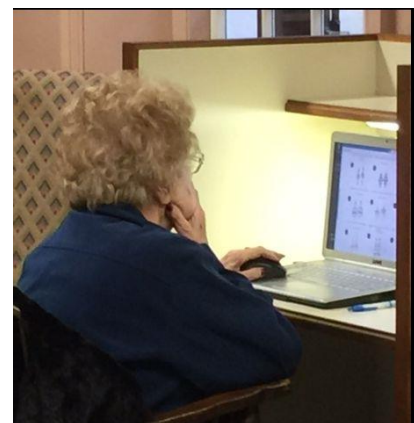
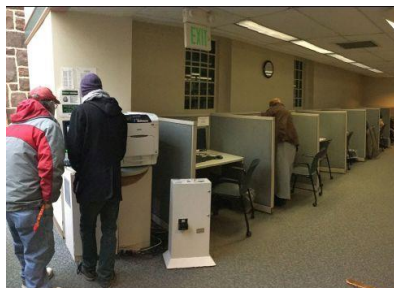
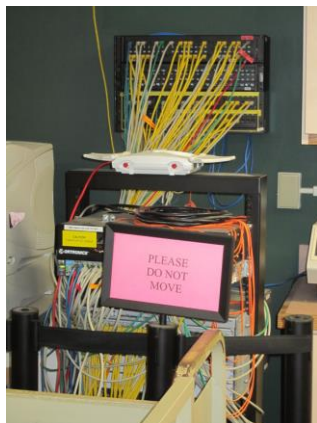
In the staff entrance is a very small foyer. There is a storage closet on one side, the door to the staff room on the other side and it faces the Administration Office. In this area is a recycle bin and a

cardboard bin. It can get very congested and hard to navigate if large book donations are left there or if there is overflow deliveries left here. The staff mailboxes are located beyond the entrance. The height of the mailboxes is too high and they are very small.



Staff Breakroom

The staff breakroom contains a single bathroom, staff lockers and table, chairs and couches. It has a microwave, refrigerator and some cabinet space. It also has the Friends file cabinets in it which makes the space even more congested. The size of this room is for a staff of one quarter of the current work force of 55 people.



Work Place and Public Space Technology needs:

Future technology needs are going to need to be considered in the library expansion. Currently with the assistance of the Town IT department, the library is able to offer patrons and staff up-to-date computers and software, a strong and secure network, fast internet access via the Connecticut Education Network (CEN), wireless internet access, and upgrades in adding new and emerging technology like RFID. The Town IT department is also involved with all of the technology or software related to the building such as HVAC and security cameras.

Because part of the library is the original building, built in 1939 and the other part from a 1998 renovation, there are many challenges facing the library when it comes to technology. Technology was just emerging in 1998 and the library had few computers so there was little data wiring and electrical wiring was only adequate for that time. Over the years as computers became a mainstay in the library's services and work flow, more and more hardware and software has been added to meet the needs of both the public and staff. Wiring has been added over the years to allow for additional data ports that are needed for the additional computers and printers and wiring has been upgraded to handle the additional use. The challenge in the current library space is that it is very difficult to run data wiring in certain areas. Because of the structure of the library in the original building and the type of ceilings in certain areas and the lack of space in the conduits, running additional wiring is a challenge. Adding new wiring and data ports is not always possible. In addition, the library does not have a server room that houses the patch panels, data wiring and telecommunication wiring connecting the library to the town network. The current patch panels are located in the Collection Management Office with stanchions around them to protect them from carts and people in the office. Wiring closets are located in several areas rather than a central location which is not an ideal situation. An adequate server room and wiring closet if needed on the second floor would need to be factored in to the future plans.

The electrical wiring is not adequate for today's library technology needs. There are not enough electrical outlets to meet the needs of staff and their work needs. With all of the computers added over the years and especially with all of the mobile devices patrons are using that they want to charge, the library does not have enough outlets to meet these needs. In some areas of the library especially the original building, it is difficult to add additional outlets due to the structure of the space.

The current structure of work space and public space was not initially intended for all of the library technology now being offered. Work space is crowded with computers, monitors, scanners, printers and now RFID pads. The location of data ports and electrical outlets impacts where technology can be placed. The public computer space has been modified over the years as technology grew but the library is limited as to where technology can be relocated or added due to space and location of data ports and electrical wiring. For both the staff and public there is very little room to grow.

The library has a strong wired and wireless network for both the public and staff that is constantly monitored by the Town IT department to make sure it is working properly and safe from malicious intent. Information can be accessed outside of the library via the CEN network. There are several challenges related to the building and with our current technology that does impact patrons' computer experience. The speed at which information is accessed can vary depending on the number of users, the software itself and the amount for bandwidth being used for various reasons. The growing use of streaming media has impacted internet access use especially wireless use at various times of the day. The Town IT does limit the amount of bandwidth a single patron can use but future expansion will need to address these types of issues. The library has multiple wireless access points able to offer wireless access throughout the building. There are areas in the library especially in the original building that do have connectivity issues due to the structure of the building. Future wireless network will need to take these building issues into consideration.

Planning for technology for both the public and staff, like the planning of the physical structure, should propose a dynamic design phase to be able to change, add and adjust technology in the building as technology needs change. The physical data connection from the library to the Town Hall, as well as, HVAC, security cameras, server room, wiring closets and even door access systems will need to be considered in the design. In addition to having more than adequate hard data and electrical wiring, the need to anticipate the growing use of wireless devices by public and staff is vital. In the planning phase, the Town IT and Facilities staffs' should be involved to work with the Library Expansion/Renovation Committee and the professionals hired for the expansion.